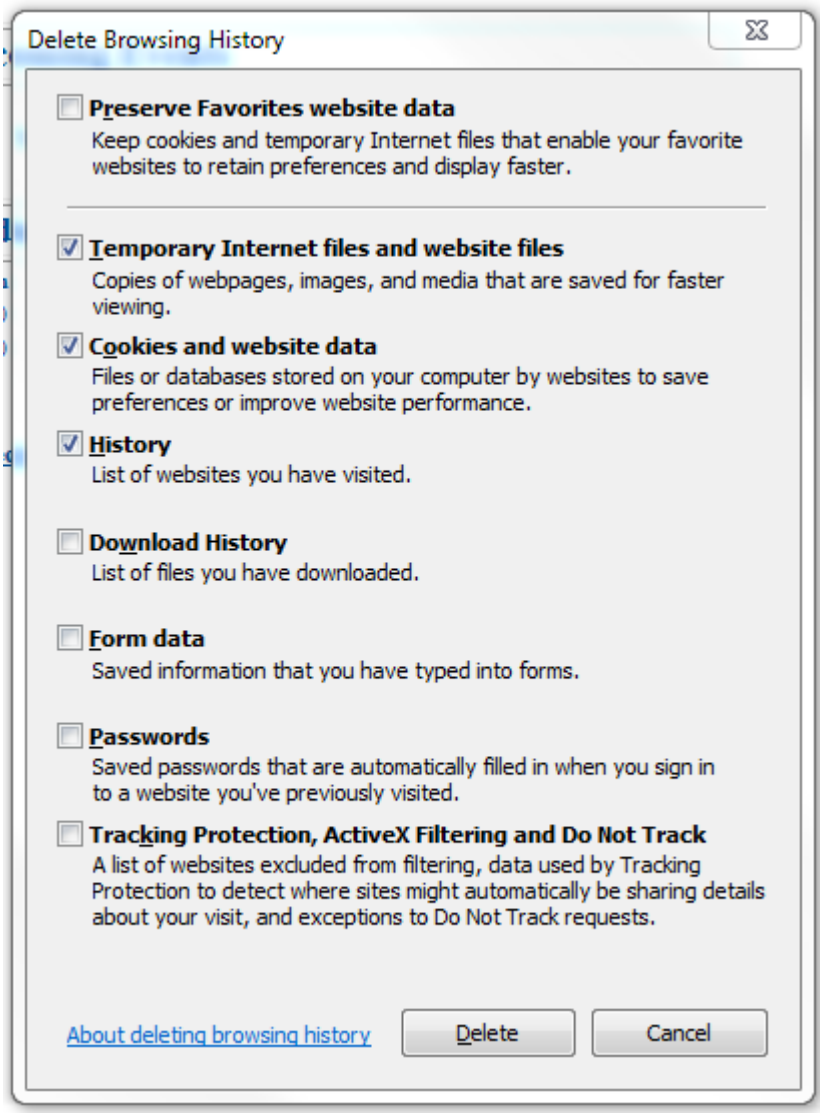
How to Delete Temporary Internet Files

Andrew Smith - 2016-03-10 - General

Sometimes you may need to delete temporary internet files to resolve issues in AdvancedMD. Follow this procedure:

1. Open Internet Explorer, it does not matter what page you are on.

2. Hold the Ctrl + Shift buttons and press the Delete button. The following window should appear. *You can also click the gear icon in the top right, select "Safety" and then select "Delete Browsing History".:*



3. Make sure the "Preserve Favorites website data" is unchecked and the following are checked:

- Temporary Internet files and website files
- Cookies and website data
- History

4. Click the Delete button.

5. Close all Internet Explorer and AdvancedMD windows.

6. Open your AdvancedMD login screen and log in as you normally would.

If you continue to have issues, please call us at 804-281-4400, send an e-mail to support@warelanghorne.com, or click here to submit a request.